

Procedure Name

Password Change Request Procedure

Purpose

This document describes the procedure a user should follow when they need to have their password reset because they cannot access FTMS.

Procedure Description

Initially the user should try to contact their site's Senior OPOC. Senior OPOCs can change the passwords for users at their site(s). If the Senior OPOC is not available, then the user should contact the FTMS help desk. As a security precaution, the FTMS help desk (FTMShelp@ppc.com) will require email notification of the password change request so that the changes can be tracked. In addition the email (if possible) should be sent from the same email address that is associated with your user account. This allows the FTMS help desk to be sure that the password change request is legitimate. If you phone the FTMS help desk (703-748-7084) with your password change request, they will assist you, but an email confirming the request will still be required. After the FTMS help desk confirms your identity, they will reset your password to a default value and call you with your new password. Once you can log into FTMS successfully, please change your password immediately to one that only you know. If this is not done within half an hour of your password being set to the default value your account will be locked and you will need to contact the FTMS help desk again and start over with your password change request.